

1 Q Is it in either inquiry or firm order mode?

2 A I don't know for sure, I'd have to check.

3 Q Now in the inquiry mode in LENS, if a CLEC
4 representative wants to validate a street address, like you
5 showed on your first slide here and also see available
6 features and functions and also see available telephone
7 numbers and also see installation due dates and
8 appointments, the representative will have to actually
9 validate the customer's address four times in order to get
10 that information, won't it?

11 A If they wanted to do all those things in the
12 inquiry mode, -- I lost track of everything you wanted to do
13 there, but if you wanted to do that in the inquiry mode, you
14 need to validate the address for each of the functions that
15 relies on address information for its information. So if
16 you wanted to do all of those in sequence, you could do that
17 in the firm order mode.

18 Q So in inquiry mode, you'd have to validate the
19 street address, go back, then click on the button to see
20 available features and functions, again validate the
21 address, see the available features and functions, go back,
22 click on the button to see available telephone numbers,
23 validate the address and then see the telephone numbers.

24 A Well, you wouldn't have to see the first address
25 validation as a stand-alone kind of function. You know,

1 THE WITNESS: Good afternoon.

2 FURTHER CROSS EXAMINATION

3 BY MR. RICE:

4 Q It is your testimony, is it not, that BellSouth is
5 asking this Commission to find that BellSouth's OSS
6 offerings meet the requirements of Section 251?

7 A Well, I'm not a lawyer, so before I agree to
8 Section 251, let me just say that -- I don't know about
9 Section 251. I'd have to look at it. I don't have it
10 memorized, but what we're asking the Commission to do is to
11 find that we have met our obligation to provide non-
12 discriminatory access to our operational support systems.

13 Q And that is the requirements of Section 251, is it
14 not?

15 A I'm not a lawyer, sir, I don't know.

16 Q Okay. Is it also your testimony that BellSouth's
17 LENS system will be the primary interface for CLEC ordering,
18 pre-ordering and provisioning?

19 A No. It's my testimony that LENS is the primary
20 interface for pre-ordering and that the primary interface
21 for ordering and provisioning would be one of two industry
22 standard systems, either EDI for many services or the
23 industry standard EXACT system for things like
24 interconnection trunking.

25 Q Will LENS play a role in CLEC ordering and

1 was attached to our phone line and the receiver was picked
2 up and put down.

3 THE WITNESS: Have I mentioned that we think LAN-
4 to-LAN is a good thing?

5 (Laughter.)

6 MR. LAMOUREAUX: Well, we won't name names as to
7 who picked up the phone.

8 BY MR. LAMOUREAUX:

9 Q LENS can only order six lines or less, is that
10 correct?

11 A Yes, that's correct.

12 Q Okay. So --

13 A But could I add to that? That's not an ordering
14 limitation in EDI.

15 Q I understand that. But I was only asking about
16 LENS. So a CLEC could not use LENS to order residential or
17 business service for a customer who wanted seven or more
18 lines?

19 A Technically that's not correct. The CLEC could
20 place two orders and in the fields where they show the
21 purchase order number, there's a place where you can put a
22 related purchase order number to relate the orders.

23 Q All right, a more specific question. In a single
24 transaction, a CLEC could not use LENS to order service for
25 a business or residential customer who wanted more than six

1 through EDI. There is not a six line limitation in EDI.
2 The telephone number assignment for customers with more than
3 six lines would have to be handled in a different way and
4 currently that is manageable. That capability is being
5 added to LENS, but we've looked at that in terms of how many
6 customers that might potentially affect and the estimates we
7 have are that for Georgia that would affect a maximum of 15
8 to 20 customers over the course of a year.

9 Q Those would be additional -- every year? New
10 customers every year or did you say over the course of a
11 year?

12 A Over the course of a year, the worst case is that
13 15 to 20 customers could be affected by that, but -- and
14 that's only until the Multi-line Hunt Group capability is
15 available through LENS.

16 Q Are you saying there's only 15 to 20 customers
17 that would qualify for more than six lines?

18 A No. What I am saying is that this capability only
19 affects new customers, not existing customers who are
20 switching. So it's only a new customer for whom you have to
21 assign a new telephone number. Once you get to nine lines
22 and above those orders are handled by BellSouth and as a
23 project when you get in that size range generally you try to
24 coordinate data lines and other things and -- just with the
25 number of lines and the amount of facilities required we

1 manually coordinate those for our retail customers as well
 2 as for CLEC customers. So the only customers for whom this
 3 could really have a potential impact is new customers with
 4 seven or eight lines, and we've looked at the number of
 5 customers with seven or eight lines and the growth rate in
 6 that particular segment of the market over the last couple
 7 of years. The growth rate is actually declining -- declined
 8 somewhat over the last couple of years, but our best
 9 estimates are that for Georgia if every single new seven or
 10 eight line customer went to a CLEC the maximum potential
 11 would be 15 to 20 customers in Georgia.

12 Q And are you telling me that because it only
 13 applies to new installs then if an existing customer was
 14 competed over to a CLEC and they were asked or the order was
 15 processed through LENS on a change as-is basis then that
 16 order, even if it was for more than six lines, could be
 17 processed?

18 A I'm suggesting that EDI supports that change order
 19 and that nothing from LENS is required at that point in
 20 terms of assigning telephone numbers.

21 Q But you wouldn't assign that telephone number
 22 except for a new installation, would you?

23 A Right, that's what I'm saying that LENS doesn't
 24 really affect that particular installation for a switch-as-
 25 is for an existing customer with seven or eight lines.

ATTACHMENT 6



**MCI Telecommunications
Corporation**

780 Johnson Ferry Road
Suite 500
Atlanta, GA 30342

September 5, 1997

Mr. Cliff Bowers, Sales Director
BellSouth Telecommunications
1960 West Exchange Place, Ste. 420
Tucker, GA 30084

Cliff,

Per the LENS Access Technical Specification, the LENS application can be accessed directly by other computer systems. Based on that fact, MCI would like to meet with BellSouth and develop the interface that would provide us with that access. The specifications we have are dated 9/5 and per the documentation it supports the 4/22/97 release of LENS. In order to develop this interface we need the latest technical specification which includes all the LENS upgrades (eg csr). We'd like an updated copy to review prior to the meeting.

We will be available to meet via conference call on September 15, 17, or 18. Please let me know which date is best for you and your technical SME. You may direct your questions to me on 404-267-6593.

Sincerely,

Anna Hopkins

Local Systems Implementation Specialist

ATTACHMENT 7

In the Matter of

Consideration of BellSouth
Telecommunications, Inc.'s
Entry into interLATA services
pursuant to Section 271 of the
Federal Telecommunications
Act of 1996.

Consideration of BellSouth :
Telecommunications, Inc.'s :
Entry into interLATA services :
pursuant to Section 271 of the :
Federal Telecommunications :
Act of 1996. :

Pages 1207 through 1303

(As heretofore noted.)

1 information about a trouble report.

2 But the diagnostic capability and the
3 trouble clearing capabilities that are available in
4 TAFI are used by BellSouth, therefore, we're providing
5 them to allow CLECs to operate in substantially the
6 same time and manner we do, but they are not defined
7 by any industry standard.

8 Q Are there some carriers that have indicated
9 to BellSouth an interest in using an industry standard
10 interface for all aspects of maintenance and repair?

11 A Yes. And BellSouth is in the process of
12 building a trouble reporting interface for those
13 services not currently supported by the T1M1 interface
14 that would allow that lower level of functionality to
15 be exchanged in an industry standard manner for resold
16 services. And BellSouth is in the process of building
17 that. Nonetheless, to allow CLECs to operate in
18 substantially the same time and manner as BellSouth
19 serves its retail customers, BellSouth is making
20 available the higher level of functionality available
21 through TAFI since that's what we use ourselves.

22 Q Let me ask this: Is TAFI -- would you
23 describe TAFI as an ALEC machine-to-BellSouth machine
24 interface?

25 A No.

1 Q Would you describe the industry standard as
2 an ALEC machine-to-BellSouth machine interface?

3 A Yes, but for a different type of
4 functionality.

5 Q Now, let me ask you -- since I've used some
6 confusing terminology -- tell me what you understand
7 the ALEC machine-to-BellSouth machine interface to
8 mean?

9 A When we talk about a machine-to-machine
10 interface, generally what we're talking about is the
11 exchange of computer information in a form that's
12 recognized by computers but not a form that's
13 recognized by humans.

14 What you see with TAFI when you use TAFI are
15 screens that are intelligible to a human being who is
16 going to use those systems. A machine-to-machine
17 interface, if you have ever had the experience of
18 looking at the characters and symbols in a computer
19 file that just appear on a screen that aren't
20 particularly meaningful, that's computer language
21 coming through. And so a machine-to-machine interface
22 is data being exchanged in a computer language as
23 opposed to one that is intelligible to humans.

24 COMMISSIONER CLARK: Mr. Melson, can I ask a
25 question? Is that what AT&T has asked you to do?

1 WITNESS CALHOUN: To provide a
2 machine-to-machine interface? Yes.

3 COMMISSIONER CLARK: And you're working with
4 them to do that?

5 WITNESS CALHOUN: Yes.

6 COMMISSIONER CLARK: As I recall, you said
7 it's an expensive proposition that you suppose an
8 entity as large as AT&T would want, but the other
9 ALECs would not be interested in that, and they would
10 still want to use your TAFI.

11 WITNESS CALHOUN: Right. In technical terms
12 what is being -- what you see on the screen is called
13 a presentation system, and AT&T prefers to build its
14 own presentation system to let its users see what they
15 want it to see. What we've provided is identical to
16 what our repair attendants see.

17 Q (By Mr. Melson) Let me follow up on that
18 just a minute. Let me ask this: Is an industry
19 standard machine-to-machine interface used today for
20 maintenance and repair in the interexchange industry?

21 A Yes. By the two largest carriers.

22 Q AT&T and MCI?

23 A As far as I know those are the two largest.

24 Q I was just checking to make sure we weren't
25 talking past each other.

1 Is a reason that a large carrier might want
2 to use a machine-to-machine interface not only so that
3 it sees a uniform presentation screen no matter what
4 BOC it's dealing with throughout the country, but also
5 so that when it enters information into the system, it
6 can have some of that information go over the
7 interface to the BOC and other information go into its
8 own recordkeeping systems?

9 A That's possible. Once you have the
10 information in a computer format, you can do with it
11 whatever you choose to do.

12 Q And TAFI doesn't offer an opportunity
13 without building some front end in front of that for
14 the user -- for the ALEC to take the TAFI information
15 and use it in their own internal systems; is that
16 correct?

17 A That's correct. But one of the things I
18 pointed out yesterday was that the maintenance history
19 recordkeeping function is done as part of the TAFI
20 functionality. So while an ALEC might choose to have
21 a separate system, it's not a necessary thing.

22 Q If an ALEC wanted an opportunity to generate
23 summary reports of all of the troubles it had
24 reported, is that something it could get through TAFI?

25 A I'm not certain. I'd have to check.

1 Q And if I understood correctly, the industry
2 standard that Bell is moving toward implementing, the
3 T1M1, is it my understanding that T1M1 interface is in
4 place today for some services that a CLEC would use
5 but not all of those services.

6 A I'm having a little bit of trouble with your
7 question because when you said we're moving towards
8 implementing the T1M1 interface, the T1M1 interface
9 already is available. It's been used since 1995, I
10 believe, but interexchange carriers. And the T1M1
11 interface can be used for any trouble -- any service
12 that is identified with a circuit number. TAFI can be
13 used for any trouble that's identified with a
14 telephone number. And that leaves trouble identified
15 with a circuit number. Those could be handled via the
16 T1M1 interface.

17 Q And a trouble identified with a telephone
18 number would be a residential service and most simple
19 business services; is that correct?

20 A Those are part of the services. But there
21 are unbundled network elements that can be identified
22 with the telephone number, such as an unbundled port,
23 or interim number portability, PBX trunks or ESSX
24 station lines can be identified with a telephone
25 number, and those can be reported through TAFI as

1 Q And even for complex services when you got
2 to the end of the day and were entering the order into
3 BellSouth's system, would the customer services
4 representative use DOE, D-O-E, to enter that order?

5 A When you say at the end of the day, and that
6 sounds pretty quick. Complex services -- the reason I
7 made the distinction is, first of all, we're talking
8 about preordering and ordering.

9 Most of the preordering and ordering
10 activities that take place for complex services are
11 done manually with the involvement of systems
12 designers and project managers and various members of
13 BellSouth's account teams. And that process can
14 proceed over a period of a number of weeks.

15 So I would say in answer to your question,
16 not at the end of the day, but at the end of that
17 process which could happen over a number of weeks,
18 yes, a BellSouth service order typist would actually
19 put that order into the DOE system.

20 Q Thank you. Let me focus for a minute on
21 what can be ordered through the various systems we
22 have been talking about.

23 Could you turn to your prefiled
24 Exhibit GC-19, which is part of Exhibit 41. Now, is
25 that a list of the services that can be ordered by an

1 human hands involved in actually connecting the wires
2 after that point. But in terms of the flow of the
3 order information, once you reach the service order
4 control system it is in a common process with
5 BellSouth retail services.

6 Q Now, do I understand that EDI can be used to
7 order some other things that don't flow through and
8 result in a mechanically generated order in LESOG?

9 A Yes.

10 Q And what are those additional things?

11 A PBX trunks, SynchroNet services, multiline
12 hunt groups, basic rate ISDN, unbundled loops,
13 unbundled ports, and interim number portability.

14 Q And can you also, through EDI, order the
15 combination of an unbundled port -- excuse me, an
16 unbundled loop and interim number portability?

17 A You can order multiple unbundled network
18 elements on the same EDI order.

19 Q Can you order a combination of a loop and a
20 port on an EDI order?

21 A Let me make sure I'm communicating clearly
22 about this. You can order both an unbundled loop and
23 an unbundled port on any EDI order. As I understand
24 it, there are some legal and policy questions around
25 exactly what is meant by combination from a technical

1 A No, I didn't say that. You asked me if this
2 was a larger list and it doesn't appear to me to be a
3 larger list. It's presented somewhat differently.
4 It's actually listing USOCS -- and let me see if I
5 can -- for example, if you look on what was
6 Exhibit GC-19 with my prefiled testimony, No. 22 on
7 there simply shows RingMaster services. And what is
8 being shown on the RNS list are three separate
9 RingMaster USOCS. So I guess what I'm saying is the
10 lists aren't really set up in the same way, so I can't
11 agree that one is larger than the other.

12 Q I understand people in Florida are not going
13 to want to order an eight-party business line service
14 that's available only in another state. But would you
15 agree with me that there are other services that a
16 BellSouth representative can order electronically
17 through RNS that an ALEC cannot order through --
18 electronically either through EDI or LENS?

19 A There may be. Again, the eight-party
20 service is the one that sticks most clearly in my
21 mind.

22 The services that are available for
23 mechanized ordering, for electronic ordering, are
24 those that represent most of BellSouth's retail
25 operating revenue. I haven't said 100%.

1 three services that you have listed on Exhibit 43 are
2 going to be the services that the ALEC can order under
3 RingMaster.

4 WITNESS CALHOUN: Are going to be? Yes.

5 COMMISSIONER CLARK: Okay.

6 Q (By Mr. Melson) Ms. Calhoun, staying on
7 Page 382-R, I understand that DOE, D-O-E, allows a
8 BellSouth customer service representative to order all
9 products and services that have a valid BellSouth USOC
10 and are in your billing system; is that correct?

11 A Yes.

12 CHAIRMAN JOHNSON: Mr. Melson, can we go
13 back to the line of questioning you were asking
14 Ms. Calhoun regarding the -- what's mechanized and
15 what is not. Commissioner Clark asked were you going
16 to ask for specific examples. I guess Ms. Calhoun
17 said she couldn't think of any. Could you think of
18 any specific examples?

19 WITNESS CALHOUN: I couldn't think of a
20 Florida-specific example. It would be something for
21 which there is very little demand or very low volume.

22 CHAIRMAN JOHNSON: And when you said that
23 they may exist for those services for which there's
24 low demand and low volume, but that the majority of
25 the services that were mechanized represented, you

1 Q What information in the BellSouth customer
2 service record is it not retrieving?

3 A It's not retrieving credit history, credit
4 information. It's not retrieving detailed billing
5 information other than the billing name and address.

6 Q Are you aware that the Florida Commission in
7 the arbitrations indicated that ALECs -- or excuse
8 me -- MCI and AT&T, at least, were to be given access
9 to customer payment history information?

10 A Yes, I am. And that capability is in the
11 process of being added to LENS. The initial design of
12 LENS was to provide all of the agreed-upon
13 information, the basic set of information that had
14 been agreed upon first in the AT&T arbitration; and
15 then the payment history was decided upon
16 subsequently, and that information is in the process
17 of being added and will be available October 8th.

18 Q The payment history information was not
19 decided subsequent to the AT&T arbitration, was it? I
20 thought it was decided as part of the AT&T
21 arbitration.

22 A My recollection is that payment history was
23 not required, or not addressed as part of the AT&T
24 arbitration, but was addressed in the MCI arbitration.
25 The credit information issue in the AT&T arbitration

1 manually; is that correct?

2 A Well, you could cut and paste it. It would
3 be up to you.

4 Q That would be a sequence of multiple cut and
5 paste operations; is that correct?

6 A Yes. For -- two.

7 Q So if the customer says, "I'm moving from my
8 current address to this vacant lot and I've currently
9 got a 441 NXX; is that available to me at this new
10 address," there's no indication on this screen of what
11 the available NXXs are; is that correct?

12 A That's right. There's no indication on this
13 screen.

14 Q And is there an indication anywhere in the
15 5LENS inquiry mode of the available NXXs associated
16 with a particular address?

17 A Not to my knowledge.

18 Q In RNS, the system used by a BellSouth
19 customer service representative, that does display a
20 list of all the available NXXs; is that correct?

21 A I don't recall seeing it in RNS, no.

22 Q Let me ask this: Did you attend the
23 demonstration in Jacksonville on August 27th?

24 A No.

25 Q Do you know whether or not RNS displays a

1 Is it possible in RNS to display a list of available
2 NXXs?

3 Q Associated with a particular address. And,
4 if so, what screen or screens does that appear on.

5 A All right.

6 Q All right. At this point in our use of the
7 LENS inquiry mode, we have validated an address as
8 part of selecting a telephone number, and we've now
9 selected a telephone number; is that correct?

10 A Yes.

11 Q Now I want to view the feature and services
12 available in that office so I can answer my customers'
13 questions about what they might purchase. I go to the
14 "inquiry only" menu and choose "view features and
15 services"; is that correct?

16 A Yes.

17 Q At that point I click "okay" and validate
18 the address for the second time; is that correct?

19 A Yes.

20 Q Now, in RNS a BellSouth customer service
21 representative who is having a customer contact and
22 carrying through to place an order validates the
23 address only once; is that correct?

24 A That's correct.

25 Q And is that same true in DOE for a business

1 service?

2 A Yes.

3 Q We validate the address again, and we click
4 on "okay". At this point the first thing we see is a
5 list of available carriers; is that correct?

6 A Yes, that's at the top of the screen, and at
7 the bottom of the screen is the place to choose
8 services.

9 Q I ask my customer what long distance carrier
10 he prefers to use, and he says, well, I just moved
11 here from California and I was sort of happy with
12 U.S. West, and if they're available, I would like to
13 use them. How do I determine through LENS whether
14 U.S. West is an available long distance carrier?

15 A You would scroll through.

16 Q Okay. Could you demonstrate that, please?

17 A Yes.

18 Q We've clicked and we've got another part of
19 the menu that begins with A's?

20 A Yes. We're going to continue scrolling
21 through the screens until we come to U.S. West.

22 Q And these are in random order; is that
23 correct?

24 A Yes.

25 COMMISSIONER CLARK: Random alphabetical

1 order.

2 WITNESS CALHOUN: Yes.

3 COMMISSIONER CLARK: All A's are together,
4 right?

5 MR. MELSON: No.

6 WITNESS CALHOUN: Primarily, but there are
7 some that are interspersed, and I'm not sure why that
8 is.

9 COMMISSIONER CLARK: Then what does random
10 alphabetical order mean?

11 WITNESS CALHOUN: Random alphabetical order
12 means to me that you start at a random place in the
13 alphabet, but then for some reason, sometimes there's
14 one that looks like it doesn't belong interspersed.

15 Q (By Mr. Melson) So we've moved from the
16 A's to Midcom, then back to "business choice," then to
17 Starlink, then to BellSouth Telecommunications, then
18 to Centron, so that -- At least the screen we're on
19 now does not appear to be in alphabetical order?

20 A Right.

21 COMMISSIONER DEASON: And you indicated that
22 that was a regulatory decision that it not be in
23 alphabetical order?

24 WITNESS CALHOUN: Yes.

25 COMMISSIONER DEASON: So that no particular

1 IXC would have an advantage over another IXC?

2 WITNESS CALHOUN: Right.

3 COMMISSIONER DEASON: So that was not your
4 decision?

5 WITNESS CALHOUN: No.

6 COMMISSIONER DEASON: Do you agree, though,
7 that it makes it cumbersome to use?

8 WITNESS CALHOUN: Yes. I agree that it
9 makes it cumbersome to use --

10 COMMISSIONER DEASON: So who can Mr. Melson
11 petition to have it changed to get it in alphabetical
12 order so it would be easier to use? FCC?

13 WITNESS CALHOUN: I'm not certain. There is
14 a way to make it easier to use. And my understanding
15 is that we've had discussions with the carriers about
16 that and that we plan to add that capability to let
17 them search for a particular one.

18 The purpose of having them come in random
19 order primarily is if the customer says "Well, I don't
20 know who I want to use, who is available," you don't
21 want to start reading with the A's every time.

22 And, also, I would point out here that that
23 capability only comes about if there's -- if the
24 customer says "I don't know," and they want to be read
25 a list; or if the CLEC doesn't have a relationship

1 with a particular interexchange carrier or doesn't
2 happen to be one themselves, it's a very simple matter
3 for MCI to know its PIC code so that if a customer
4 wants to be presubscribed to MCI, MCI doesn't have to
5 look for its own PIC code, it just knows what that is.

6 COMMISSIONER DEASON: What about in the
7 example that Mr. Melson just indicated, that a new
8 customer wants U.S. West? Is there any way to
9 designate U.S. West without having to go through
10 multiple screens to see if and when U.S. West appears?

11 WITNESS CALHOUN: No, not at the current
12 time, unless the service representative already knows
13 the PIC code for U.S. West. I mean, there are certain
14 carriers for whom the PIC codes become very familiar
15 fairly quickly.

16 COMMISSIONER GARCIA: I would assume that
17 that would be Mr. Melson's person who would be
18 accessing this, so they would obviously know their
19 company's change code, right?

20 WITNESS CALHOUN: Yes.

21 COMMISSIONER GARCIA: So they wouldn't have
22 to scroll through the list.

23 WITNESS CALHOUN: Right.

24 COMMISSIONER CLARK: Let me ask a question
25 again. All the S's don't necessarily appear together